

CRIS Hot Spots
Thursday, September 9, 2004


Here's an update on outstanding issues:

Change in CRIS Café coverage – Starting Saturday, September 11 @ 00:00, CRIS Café coverage will be provided by an on-call person. You can contact the on-call CRIS Café by calling the Page Operator. If you call 301-496-8400, you will get a message that directs you to call the Page Operator. CRIS Café will be back in-house Saturday and Sunday 0500 – 2030. If a CRIS Super User is not able to assist with your questions, please do not hesitate to call the CRIS Café on-call staff.

Printouts

■ The CRIS Team plans to activate the auto-print functions for the Medical Care Plans, Meds Due List, and the Specimen Collection Due Lists on a future date still to be determined. Please do NOT set auto-printing on PCU computers. We think this may have caused all printing to stop last Friday evening. We thank you for your continued patience.

■ You have told us that some CRIS printouts, i.e., the *Meds Due List* and *Drug Order Requisitions*, are not consistently accurate. The CRIS on-line Orders tab and Work List however continues to be a reliable source of medical orders and medications due to be administered. The CRIS Team is actively seeking a solution. In the meantime, we are advising you to take steps now to maximize patient safety.

1. **Increase your skills and confidence in using CRIS on-line not only to document patient observations and drug administration but to regularly review medical orders and to organize your patient care tasks.**
2. **Please regularly check CRIS on-line for new medical orders. We discourage you from relying on Order Requisitions printouts as your sole notification of new medical orders.**
3. **At the start of your shift and prior to the administration of any medications or treatments:**
 - **Turn on your flags.** You can tell your flags are on if you can see a  in the “Flag New” column. If your flags are off, you will not be notified on-line when new medical orders have been entered.
 - Validate the accuracy of the *Meds Due List* printout against the CRIS Work List. Specifically, review drug orders for completeness (drug name, dose, rate, frequency, time of administration) and accuracy.
4. **When a new order is entered in CRIS and an *Order Requisition* prints out and prior to implementing the order:**
 - Please validate the accuracy of the printout against the orders that appear in the Orders tab.
 - If you find a discrepancy, please validate the order with the prescriber prior to implementing.
5. **Prior to the end of your shift**
 - Review the Work List to validate that all scheduled medications have been accurately documented.
 - Together with the next shift, validate that all medical orders successfully printed to the new Medical Care Plan.
6. **If you find a discrepancy between any printout and CRIS on-line, please bring this to the attention of your nurse manager/designee and your CRIS Café. File an ORS.**

Clinical Documentation

- **Scheduled Medications** - If you discover scheduled medications that have not been documented (**highlighted in red**), take steps to update the medical record. Any drug on the Work List that appears in red requires follow-up by all nurses.
- **Food and Fluid Documentation** - When documenting patient observations related to food and fluid intake, please carefully select the correct flowsheet. Nurses should be recording assessments and observations on the “Food & Fluids” document found under “Nursing.” We have heard that Nutrition flowsheets are mistakenly being used (easy to do as they are in close proximity to each other). Nutrition Flowsheets have been set up for use by Dietician staff only. Thank-you for your careful attention.

Admission, Pass, Discharge and Transfers (ADT)

- **Patient Census** - We need your help maintain an accurate inpatient census in CRIS. Here’s how you can help:
 - ✚ When a patient is transferred on or off your PCU, please take a moment at the end of your shift to verify the patient has been successfully moved in CRIS. You can easily determine this if you see the correct PCU and bed assignment next to the patient’s name, e.g. 8W-08W47A.
 - ✚ If an outpatient is admitted to your inpatient unit, please collaborate with the prescriber to have the patient “admitted” to the PCU. You can validate a patient has been admitted by calling the Admission Office.
 - ✚ If the outpatient is “transferred” to the inpatient unit and does not go through the admission process, their outpatient status will not change in MIS and the CRIS inpatient census will not be accurate.

Lab Information - Prior to collecting a.m. specimens, carefully review the Specimen Collection List and the Orders tab to be sure you have an accurate accounting of the specimens to be collected. Here’s why . . .

- When order sets with mixed “priority” lab orders are entered in CRIS, (e.g. “Stat Results” and “Routine Results”), the “Stat Result” status overrides the “Routine Results” status. This means 3 things:
 - ✚ Those labs ordered as “Routine Results” are bumped to a “Stat Results” status.
 - ✚ Routine lab orders will not appear on the early a.m. Specimen Collection List. The “Specimen Collection List” ONLY reflects routine a.m. collections.
 - ✚ The Bar Code labels will have previously printed at the time the orders were entered and therefore must be saved for the RN or phlebotomist who will ultimately draw the specimens.